Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-149001	Application No. 10/719560	
	closure Statement oplicant	Applicant Chavez et al.		
(Use several si	neets if necessary)	Filing Date 11/21/200	O3 Group Art Unit 2112	

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA						
	AB						
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	Foreign Patent Documents or Published Foreign Patent Applications							
Examiner	Desig.	Document	Publication	Country or			Trans	slation
Initial	ID	Number	Date	Patent Office	Class	Subclass	Yes	No
	AL							
	AM							
	AN							
	AO				·			
	AP							

	Other Documents (include Author, Title, Date, and Place of Publication)						
Examiner Initial	Desig. ID	Document					
EW	AQ	http://www.siebel.com/products/service/call_center/workflow_automation.shtm - "Implementing Best Practices," Siebel Systems, Inc., Printed from the Internet Nov. 17, 2003, 2 pages.					
EW	AR	http://verslun.nyherji.is/pdf/siebelcallcenter.pdf – "Siebel Call Center," Siebel Systems, Inc., Printed from the Internet Nov. 17, 2003, 11 pages.					
	AS						
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	ation considered. Draw line through citation if no	in conformance and not considered.	Include copy of this form with
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Sheet	1	of	1
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Supplemental Information Disclosure Statement by Applicant (Use several sheets if necessary)

(37 CFR §1.98(b))

Attorney's Docket No. 13906-149001 10/719,560

Applicant Chavez et al.

Filling Date November 21, 2003

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
EW	AA	10/327,692	N/A	Lueckhoff et al.			Dec. 20, 2002

Foreign Patent Documents or Published Foreign Patent Applications								
Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Trans Yes	lation No
	AB							

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